

How to Clear Internet Explorer Cache and Cookies

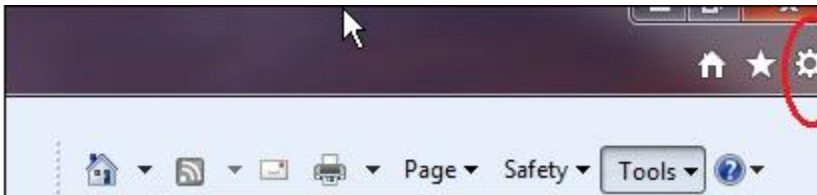
Updated: October 2013

Occasionally, a user should clear their browser's cache, cookies and offline content, especially if new changes have occurred to the Core-CT system or to refresh your views of new or updated job aids.

To determine your browser version (from an open browser window):

1. From the Help menu, select **A**bout Internet Explorer
You will see the version displayed in the popup window.
2. Click **O**K to exit

Should you not see the Help menu, most likely you have IE9 or IE10. Look for the gear icon in the upper right of the screen. Click on this gear icon and select **A**bout Internet Explorer



***** Please close all open browser sessions and then re-open one browser window before proceeding with these next steps *****

IE 6:

Please note: As of 4/2/12, IE6 is no longer supported with the upgraded PeopleTools. Please contact your local desktop support group to upgrade your browser to IE7, IE8 or IE9.

IE 7:

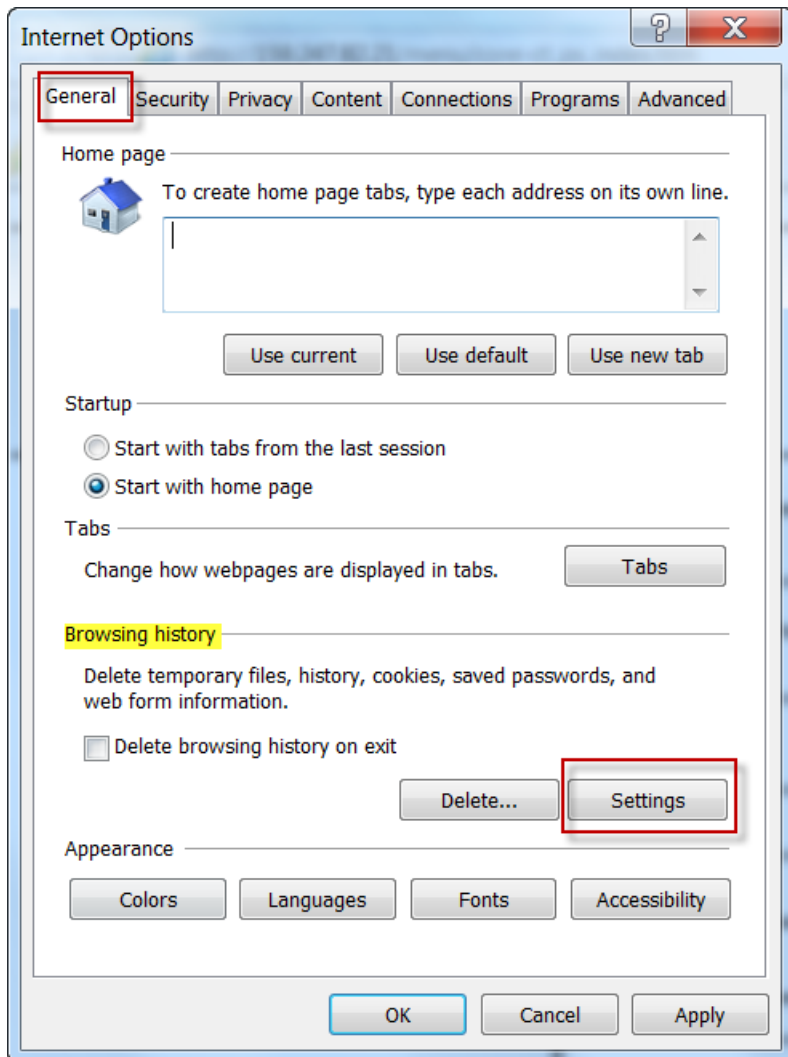
1. From the IE menu bar, select **T**ools select **I**nternet Options
2. Choose the **G**eneral tab
3. Under Browsing history, click **D**elete
4. Next to **C**ookies click **D**elete Files
5. Next to **T**emporary Internet Files click **D**elete files
6. Click **C**lose and then click **O**K to exit

IE8, IE9, IE10:

1. From the IE menu bar, select **T**ools select **I**nternet Options
2. Choose the **G**eneral tab

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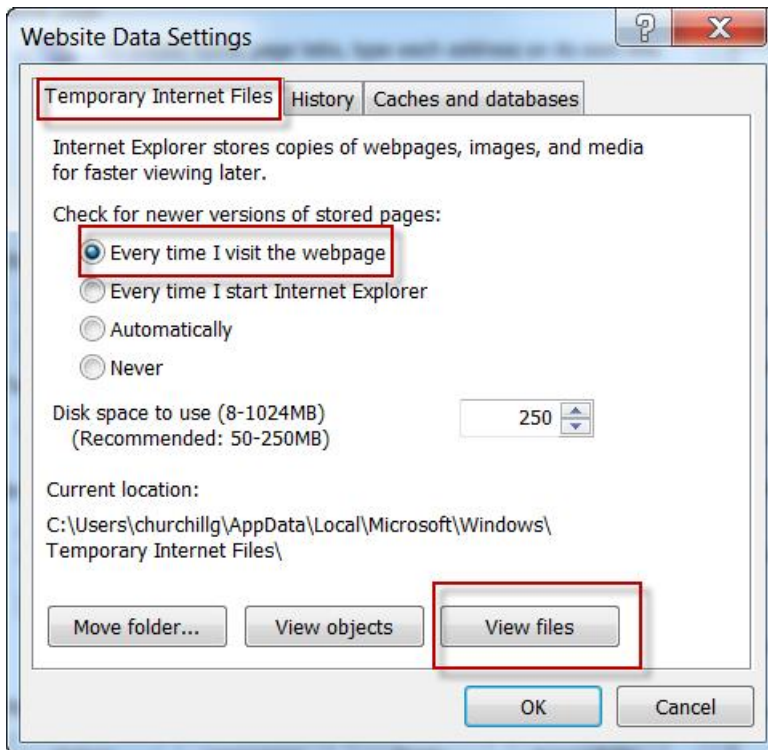
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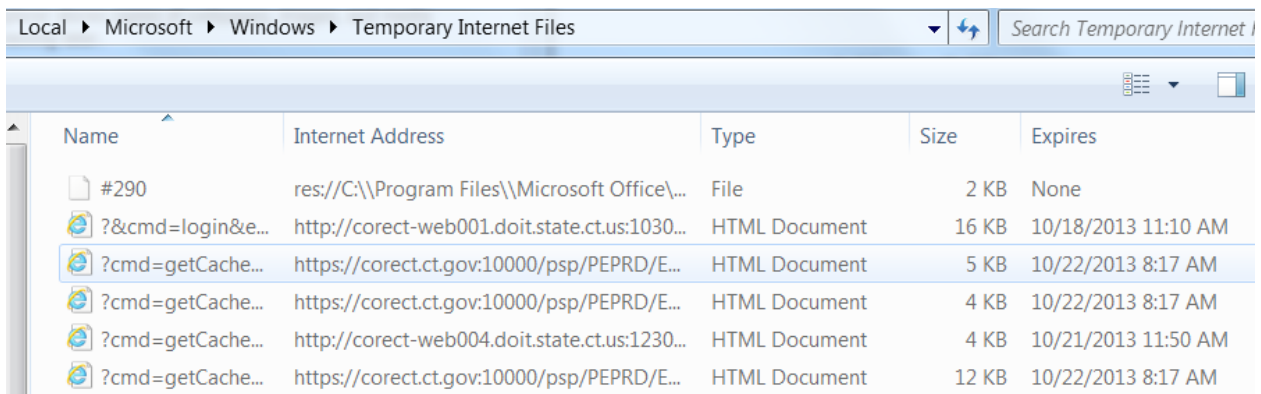
3. Under **Browsing history** click **Settings**

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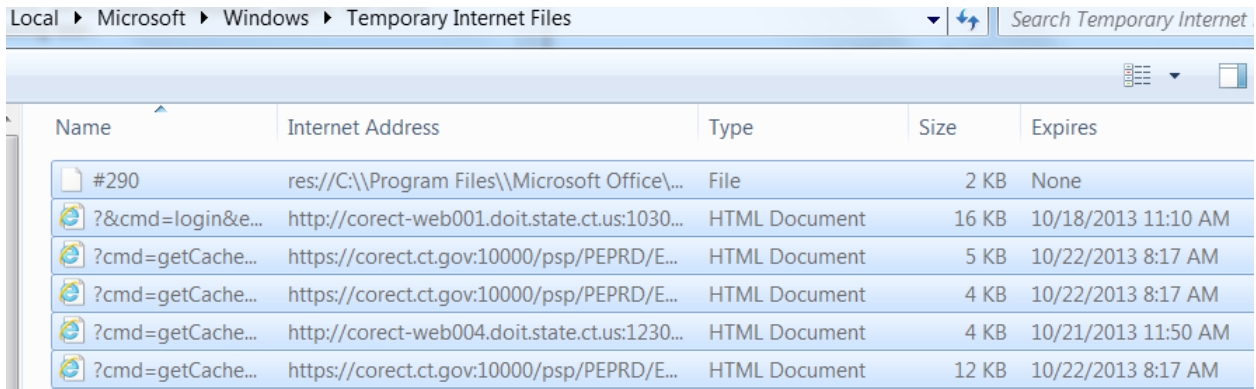
4. Verify the Check for newer versions of stored pages is set to: Every time I visit the webpage
5. Click View files a list of the cache files is displayed



6. Hold down the Ctrl Key and press the A key (Ctrl + A), this will highlight all the cache files

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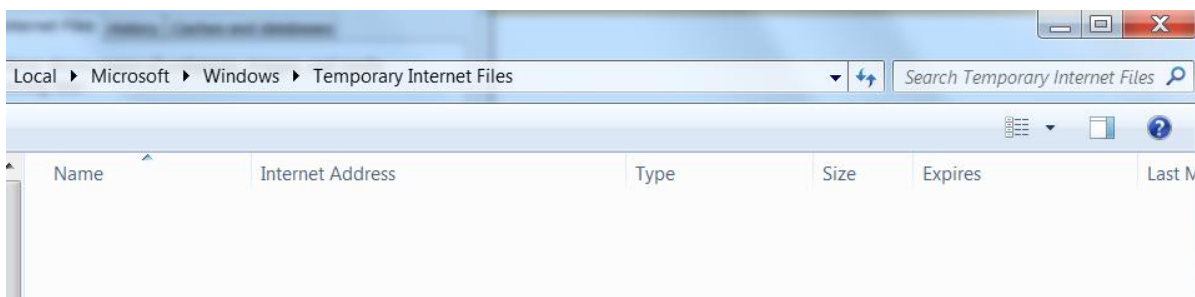


Name	Internet Address	Type	Size	Expires
#290	res://C:\Program Files\Microsoft Office\...	File	2 KB	None
?&cmd=login&e...	http://corect-web001.doit.state.ct.us:1030...	HTML Document	16 KB	10/18/2013 11:10 AM
?cmd=getCache...	https://corect.ct.gov:10000/psp/PEPRD/E...	HTML Document	5 KB	10/22/2013 8:17 AM
?cmd=getCache...	https://corect.ct.gov:10000/psp/PEPRD/E...	HTML Document	4 KB	10/22/2013 8:17 AM
?cmd=getCache...	http://corect-web004.doit.state.ct.us:1230...	HTML Document	4 KB	10/21/2013 11:50 AM
?cmd=getCache...	https://corect.ct.gov:10000/psp/PEPRD/E...	HTML Document	12 KB	10/22/2013 8:17 AM

7. Press the Delete Key to delete the cache files
8. You may be asked if you want to delete the selected Cookies, Select Yes



9. All the files will be deleted, select the **X** to close this window.



10. Click the **OK** button
11. Click the **OK** button on the Internet Options Window
12. Close Internet Explorer and reopen